

Understanding your electric bill

Information on side 1 of your bill:

- 1. Tri-County REC Information** - our contact information, office hours and website.
- 2. Total Amount Due and Due Date** - Summarizes total amount or budget amount due and due date for the service address listed. Bank draft and recurring credit card would be indicated, if you participate in those programs.
- 3. Your Account Information** - Your account number (yellow highlight), statement date and billing period for this month's bill.
- 4. kWh Use and Average Temperature** - Allows you to compare your daily kilowatt hour use with the average daily temperature.
- 5. Important Messages** - Read important messages about products, services, promotional offers, notices and events.
- 6. Monthly Use and Daily Average Charts** - Compares this month's energy use with the same month from the previous year. Also shows your average daily use and cost per day.
- 7. Updates to your Contact Information** - Checkbox to note any changes in your mailing address, phone number, or email. Please update your personal information on the back of the bill.
- 8. Payment Stub** - If you are mailing your payment, detach this portion and send with your check.

OWNED BY THOSE WE SERVE
 Contact Us: 1-800-343-2559 or 570-662-2175
 Pay by Phone: 1-888-678-2013, Hours: 24/7
 Pay Online: www.tri-countyrec.com
 Office Hours: M-F 7:30 am - 4:00 pm

22 N Main St, PO Box 526, Mansfield, PA 16933-0526

2 **TOTAL DUE**
\$100.78
PAYMENT DUE
 08/02/2019

1 **Account Number:** 999999999
Statement Date: 07/12/2019
Billing Period: 06/03/2019 - 07/02/2019

3 **Member NAME:** JOHN DOE
JANE DOE
Account Number: 999999999
Statement Date: 07/12/2019
Billing Period: 06/03/2019 - 07/02/2019

Thank you for your previous payment of \$88.39
 Charge detail found on the back of this page.

Your Average Daily Use

17 kWh **AVERAGE DAILY USE**
 0 - 37

\$2.92 **AVERAGE DAILY COST**
 \$0.00 - \$6.23
not including taxes and fees

4 **kWh Use and Average Temperature**
 For more information on your usage, visit your SmartHub app.

5 **Register for SmartHub**
Now that's a smart idea!
 Simplify your payment experience!
 Signing up is EASY! Go to our webpage: tri-countyrec.com. Click on the SmartHub icon and follow the registration instructions.

6 **Monthly Energy Use Comparison**

Total Energy Use This Month: **484 kWh** (29 Days)
 Total Energy Use Last Month: **389 kWh** (33 Days)
 Total Energy Use This Month Last Year: **560 kWh** (29 Days)

Return the bottom portion with your check made payable to Tri-County REC. Please write your account number on your check. Past due bills are subject to disconnection. Do not staple or tape to check.

7 **Tri-County Rural Electric Cooperative, Inc.**
 22 N Main St, PO Box 526, Mansfield, PA 16933-0526

8 **Account Number:** 999999999
Amount Due 08/02/2019: \$100.78
Total Due If Paid After 08/02/2019: \$105.53
Amount Enclosed - Thank You

Our records indicate that your telephone number is None on File and your email as None on File

Check this box and complete reverse side to update your address, phone number or email

JOHN DOE
 JANE DOE
 123 ANY ROAD
 MANSFIELD PA 16933

TRI-COUNTY REC
 PO BOX 526
 MANSFIELD PA 16933-0526

40013999999999000010078000010553071220196

9 **Tri-County REC**
 Account Number: 9999999999

10 **Service Address:** 123 ANY ROAD MANSFIELD PA
 Type of Service: RESID

Meter No.	From Date	To Date	Days	Previous Reading	Present Reading	Meter Multiplier	kWh Used	Demand Reading
456	06/03/2019	07/02/2019	29	15013	15497	1	484	0.0

11 **Detail of Charges**

Generation:	Gen Charge	484 kWh @ 0.06810	\$32.96
Non-Basic Charges			
Security Light			\$10.50
Total Non-Basic Charges: \$10.50			
Activity Since Last Billing			
Contribution:	Availability Chg	484 kWh @ 0.05500	\$26.52
Total Basic Charges: \$69.48			
Total Amount Due by 08/02/2019: \$100.78			

12 **WAITING FOR A SIGNAL?**

Tri-Co Connections ultra-fast Internet delivers amazing results.

Powered by: Tri-County Rural Electric Cooperative, Inc.

FIND OUT MORE: TRICOCONNECTIONS.COM

13 **Tri-County Connections**
 Delivering a Brighter Future!

14 **Payment Options:**

- Auto Pay "PAD"** plan available for automatic payment from your account
- Pay by Phone:** 1-888-678-2013. Phones are open 24/7
- Pay Online:** Pay your bill online at tri-countyrec.com using the SmartHub app
- Pay by Mail:** Mail your payment to Tri-County REC, P.O. Box 526, Mansfield PA 16933
- Pay In Person:** Pay with cash or check at our office M-F, 7:30am - 4:00pm. Outside depository for after hour payments

15 **GENERAL INFORMATION**

- Register any dispute over billing charges prior to the due date.
- Prior to moving, call our office to arrange disconnection or transfer of your service to another name.
- If service is interrupted, check your fuses or circuit breakers. Report outage to our office if you believe that the trouble is on Tri-County lines by calling 1-800-343-2559.
- Before digging near Tri-County underground lines - use PA One Call system * 1-800-242-1776 or 811* Requires 3 working days notice.

Mailing address or phone number changes

Permanent Temporary (from ___/___/___ to ___/___/___)

Mailing address _____

City _____ State _____ Zip _____

Email _____

Home phone _____ Cell Phone _____

Information on side 2 of your bill:

- 9. Service Information** - The account number, service address and rate description is printed above each box.
- 10. Your Energy Use Explained** - Meter numbers, demand readings, start and end readings and the total kWh used.
- 11. Charge Detail** - The detail of the charges for this location is shown here, along with the total current amount due.
- 12. Total Amount Due** - Highlighted in yellow is the summary total amount of Basic and Non-Basic Charges (if any) due, as well as your bill due date.
- 13. Important Messages** - Read important messages about products, services, promotional offers, notices and events.
- 14. Payment Options** - A quick glimpse at the various ways to pay your electric bill. Also highlighted on the back of this sheet.
- 15. Contact Information Update Form** - Permanent or temporary changes to your mailing address, email or phone number changes can be completed here.

Any additional questions can be referred to our main office by calling 1-800-343-2559 during regular office hours.

Register for SmartHub Now that's a smart idea!

Signing up is **EASY!** Go to
our webpage:
tri-countyrec.com

Click on the SmartHub icon
and follow the registration instructions.



Use SmartHub to:

- ◆ View and pay my bill
- ◆ Change account info
- ◆ Monitor my electrical use
- ◆ Sign up or edit Auto Pay
- ◆ Go paperless
- ◆ Report an outage
- ◆ Sign up for text messages
- ◆ Check availability of fiber

BILL AND ELECTRIC SERVICE INFORMATION

PAYMENT INFORMATION

- * Office hours 7:30 AM to 4:00 PM Monday-Friday.
- * Phone payments and account inquiries call 1-888-678-2013. Our phones are open 24 hours 7 days a week.
- * Outside depository for after hour payments.
- * Failure to receive a bill does not exempt you from payment or late charges.
- * Payment is due and payable upon receipt of bill.
- * Any amount in "BALANCE FORWARD" makes your account subject to termination of service.
- * Payment must be received in Tri-County office by the due date. The postmark is not used as the date to avoid a late charge.
- * Please allow 5 days mailing time.
- * "PAID" plan available for automatic payment from your account.
- * If on "PAID" plan, it is necessary to notify Tri-County of bank change or bank account number change.
- * All NSF checks returned from the bank will be subject to an NSF charge.

GENERAL INFORMATION

- * Register any dispute over billing charges prior to the due date.
- * Prior to moving, call our office to arrange disconnection or transfer of your service to another name.
- * Contact Tri-County office with address changes.
- * Please indicate any change of telephone number on the front of the bill.
- * If service is interrupted, check your fuses or circuit breakers. Report outage to our office if you believe that the trouble is on Tri-County lines by calling 1-800-343-2559.
- * Before digging near Tri-County underground lines - use PA One Call system * 1-800-242-1776 or 811* Requires 3 working days notice.

TERMS AND DEFINITIONS

Basic Charges - Include charges for Generation, Transmission, and Distribution.

Generation Charge (GEN) - A Basic Charge applied to every customer's bill for the generation and transmission of electricity. This charge depends on the terms of service between the customer and the supplier. Transmission charges for transporting electricity from the source of supply to the distribution company are included in the generation portion of your bill.

Distribution (DIST) - Basic charges of your distribution company including cost of Service, Energy Charge per kilowatt and Demand charges if applicable for your type of service.

Availability Charge - Is a flat monthly fee designed to cover the cooperative's fixed costs, which are those costs that are the same for every consumer, regardless of how much electricity they use.

Roundup Amt - Enrollment in Roundup takes your total due on the electric bill to the next even dollar amount. This difference is donated to the Family in Need Fund which helps fellow members. The fund is administered by a third party with specific qualifications for assistance.

kW Demand - (kW) Some services are billed for the maximum load occurring during the billing periods.

Kilowatt-Hour - (kWh) A kWh is a measure of electricity.

Mult. - Multiplier converts dial reading to actual kWh used.

Non-Basic Charges - Vary according to customer and include charges such as load management credits or water heater leases.

A Credit - Is indicated by CR.

Type of Service - Code used by Tri-County to designate your account type such as seasonal or residential.

WPCA or Wholesale Power Cost Adjustment - Reflects the increases or decreases in the actual cost of electricity Tri-County purchases from its wholesale power supplier for distribution to its members.